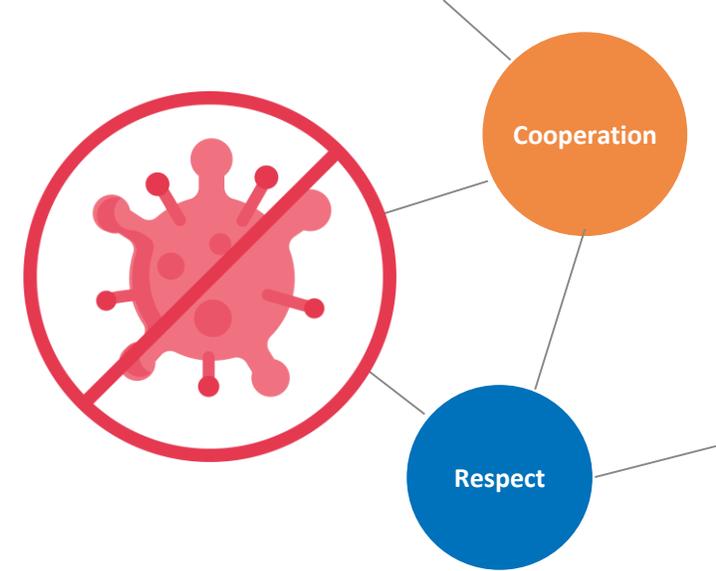


FOCUS GROUP FACILITIES OPERATING PROTOCOL - COVID-19 POLICY

August 2020



Introduction

This protocol has been implemented to ensure the security of all parties involved in the activities that are held in our focus group facilities (clients/observers, participants, moderators, hostesses, interpreters).

It follows the sanitary rules implemented by the Quebec government (CNESST guidelines).

It is the result of an in-depth analysis regarding best practices on a national and international level by companies similar to ours.

It was also validated by internal and external qualitative research experts.

It will be revised on a regular basis in order to remain consistent with the sanitary requirements provided by the government, while being adapted to the qualitative research world.



Thanks!

Your team: Rosa, Amy and the hostesses

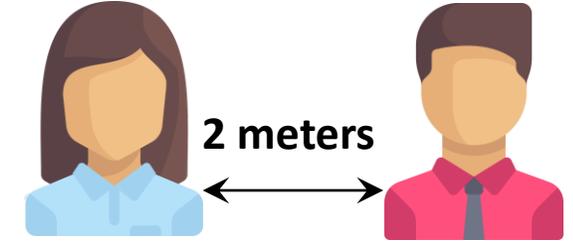
Resumption of Activities

Facility room plan

In order to comply with the 2-meter distancing rule, only 2 of our 3 rooms will be used for holding discussion groups, i.e. **Blue** and **Green** rooms. The number of **participants** and **observers** will be reduced.

1 moderator	Blue Room		Green Room	
Number of participants	4		6 to 8	
Number of observers	6		6	
Waiting room				

1. Physical Distancing Measures



a) **Physical distancing** (minimum 2 meters) is imposed on all persons present in our offices, reception area, focus group facilities, observation rooms, and communal areas of our building (ex: washrooms, elevators).



b) **Signage** has been placed as a reminder of the **sanitary guidelines to follow** in various zones in strategic locations of our offices.



c) A **plexiglass** has been installed at the **reception desk** in order to create the required protective barrier for welcoming participants and clients.



d) The **reception doors** remain **open for the duration of focus groups** in order to avoid contact with door handles.

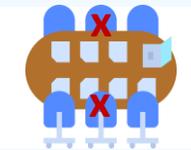


e) The **reception area** is **set-up** to ensure the physical distancing requirements of 2 meters.



f) The **focus group rooms** are set-up to ensure the physical distancing requirements:

- between the participants; and
- between the participants and the moderator.



g) The number of **participants** for each group is **limited to 4-6 people**, depending on the size of the room and the requested configuration. Our furniture is modular and allows for a number of configurations that respect physical distancing requirements.



h) The **observation rooms** are **reorganised** to ensure physical distancing requirements between clients.



2. Cleaning and Hygiene Measures (Focus Group Rooms, Observation Rooms, Translation Booths)



a) The **focus group rooms are cleaned before and after** each focus group session; focusing on **areas** that are **more at risk** of contamination such as chairs, tables and door handles. For this, we recommend a **30-minute break** between each session (ex.: 1st group from 5pm to 7pm, 2nd group as of 7:30pm).



b) The **observation rooms are cleaned and sanitized before** the arrival of the clients.



c) **Interpretation booth:** The countertop shall be free of all items except for the monitor, lamp, and control panel which shall be disinfected before the arrival and following the interpreter's departure at the end of every research project.



d) All **pencils/pens, scissors markers, white boards and other objects** used in the focus group discussion room **are cleaned** at the same time as the rooms.



e) **Hand sanitizer bottles, wipes and tissues** are available in all of our focus group, observation and translation rooms.



f) **The use of note pads, post-it and other papers is limited** and will not be reused.



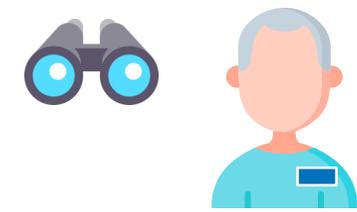
g) **Magazines, pamphlets and other articles** are removed from all communal areas (reception, waiting area, discussion rooms, observation rooms).



h) Access to the **coat check room is not permitted**. Clients and participants need to keep their coats and personal items with them (ex.: back packs, umbrellas, etc.).



3. Catering Measures Relating to the Participants and Observers



a) All **catering** requests are individually wrapped or served in a lunchbox format.



b) **Take out delivery orders** are served as is without any plating by our staff members.



c) Bottled water is offered to all the participants and water pitchers are no longer be available.



d) **Sandwichs platters, snack baskets and cookie platters** are no longer served. (A request for individually packaged snacks/sandwichs can be offered, however).



e) Any **research studies implicating food** will be evaluated to ensure feasibility.



f) **Coffee**: A hostess is in charge of serving the coffee before the groups in the waiting room. Coffee service is not available during the focus group.



4. Measures Relating to the Hostesses



a) **Before every work shift** and before leaving to the office, each hostess must **complete** an **online questionnaire** on their current **health status**. If they experience any symptoms, the hostess must stay at home.



b) Hostesses wear **gloves** and a **mask** at all times.



c) One hostess is assigned exclusively to **cleaning** and **sanitizing** in accordance with **sanitary guidelines**.



5. Measures Relating to the Participants



- a) The **arrival and departure procedures** of all our guests are **adapted** to follow the government requirements on **physical distancing**:
- One **focus group room** is **converted into a waiting area**.
 - **No more than 2 focus group rooms** are **rented at the same time** in order to reduce the amount of people circulating. An **exception** can be made if one of the room rentals is reserved for **individual interviews**.
 - The procedure for **admitting participants** into the discussion rooms **as well as their departure** will be handled **in accordance with physical distancing requirements**.



- b) Upon arrival, the participants are required **to wash their hands** with a **disinfectant** that is provided on site.



- c) The participants are required to **wear a mask** at all times in communal areas.



- d) The participants are required **to bring and wear their own masks** (if forgotten, we can provide one for them).



- e) **Incentives** are sent by **Interac transfer** 1-2 days following the discussion group (no cash incentives are handed and no sign sheets to complete). An explicit mention to this effect will be indicated in the recruiting questionnaire and will be communicated to the participants.



- f) Questions on the **participants health status** in accordance with the CNESST are asked upon arrival at the facility. These same questions are mentioned in the recruiting questionnaire.



- g) Any participant experiencing **symptoms** related to COVID-19 upon their arrival at the facility, will not be allowed into the discussion room.



6. Measures Relating to the Clients/Observers



clients



observers

Client collaboration is essential to ensure the security of everyone. The measures presented in this document are communicated to them upon reservation of any room. These measures need to be transmitted and respected by all the clients and observers.

a) Any client/observer having doubts about their state of health with regards to COVID-19 cannot be accepted in our offices.	
b) Upon arrival, clients need to wash their hands with a disinfectant provided on site.	
c) Clients need to wear a mask in all communal areas. Clients need to bring their own mask. This measure applies to interpreters as well.	
d) Clients that prefer that participants wear a mask in the discussion room must inform us beforehand.	
e) If a client requires a traditional room configuration , please note that the room cannot hold more than 6 participants + the moderator.	
f) In the case where a client wants to have 8 participants , this can be arranged while respecting physical distancing requirements between participants and the moderator. This set-up can only be done in our green room .	
g) The number of observers permitted is determined according to the room selected in order to respect physical distancing (Blue and Green rooms: 6 observers)	
h) Catering is ordered in advance.	
i) Dishware and utensils provided are disposable and only the required number is provided.	
j) Use of the focus group kitchen shall be reserved to the hostesses and Ad Hoc staff ONLY .	
k) Access to the mini-fridge in the observation room is reserved to hostesses only in order to avoid cross contamination.	

7. Measures Relating to the **Other Members of our Team** (ex.: moderator, receptionist, etc.)



a) Wearing a **mask** is **mandatory** for all employees or persons entering our offices.



b) All members of our team are **committed to respect** the measures presented in this document.



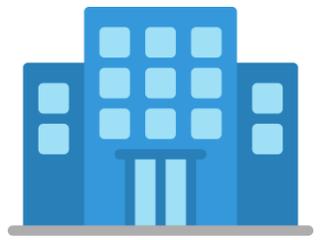
c) **Reminders of the hygiene measures** are done on a regular basis (frequently wash your hands, cough and sneeze into the elbow, etc.).



d) All employees must complete an online questionnaire on their current **health status** before entering the office.
In case of symptoms, the employee must stay at home.



8. Hygiene Measures Implemented by the Building



a) **Disinfectant hand bottles** are **available at the lobby** of the building and are also available **at the exit of elevators on each floor**.



b) **Wearing a mask** is **mandatory in all communal areas of the building** (lobby, elevators and corridors).



c) The **outside doors** of all **washrooms remain open** in order to avoid touching the handles; they are disinfected 3 times a day.



d) The **building elevators** can take a maximum of 2 people at the same time. However, their freight elevator can be used for focus groups and can hold a maximum of 4 people at the same time. The elevator buttons are disinfected multiple times a day.

